

REMARKS

Reconsideration and further prosecution of the above-identified application are respectfully requested in view of the discussion that follows. Claims 1-25 are pending in this application. Claims 1-3 and 10 have been rejected under 35 U.S.C. § 102(e) as anticipated by Edwards et al. (U.S. Pat. No. 6,650,748); and claims 4-8, have been rejected under 35 U.S.C. 103(a) as being unpatenable over Edwards in view of U.S. Pat. No. 5,335,268 to Kelly Jr. et al. Claims 11-19 and 21-25 have been rejected under 35 U.S.C. 103(a) as being obvious over Edwards in view of Estakhri et al. (U.S. Pat. No. 6,393,513). Claims 9 and 20 were objected to as being dependent upon a rejected base claim, but allowable if rewritten in independent form. After a careful review of the claims, is believed that the claim are in condition for allowance and therefore reconsideration is respectfully requested.

Claims 1-3 and 10 have been rejected as being anticipated by Edwards which discloses a system for queuing calls in a call center not a system for reducing system message traffic. The independent claims 1, 11 and 21 claim messages which are system messages referring to message traffic among peripherals of the automatic call distributor system. These messages are not the calls

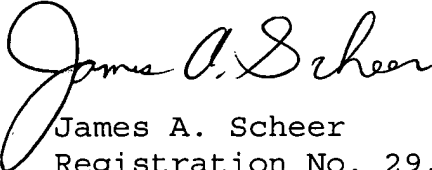
In contrast, Edwards is directed to queuing, retrieval and removal of queued calls. Edwards does not describe a message table with indicia to control whether system messages are broadcast to other system peripherals. The "unique call index" noted by the Examiner at Col. 14 Line 55, is merely a call identifier associated with a parked call ("each parked call may include a unique call index" Col `14, Line 55) It is not disclosed anywhere as an indicia that controls whether system

messages are broadcast to other peripherals or deleted based upon message type. Col. 13, Line 59 - Col. 14, Line 3 merely describes queuing of calls, not system messages and does not describe control of whether system messages are broadcast or deleted based upon message type defined by the indicia. Further, the Softphone application generated call retrieval message of Col. 14, Line 7 is activated by an agent and is not broadcast when the message table indicates, and otherwise deleted based on comparison within the message table indicators. Rather, the Softphone application generates the call retrieval message when an agent selects, and the MCH then merely directs the call to the agent. (Col. 14, Lines 4-10) Neither the Softphone application nor the MCH consults a message table to determine whether to forward the message or delete it.

Thus, these claimed features of forming the message table of indicia that controls system message broadcast or deletion based upon message type, and broadcasting from one system peripheral to another or deleting based on the type of message and the indicia in the message table are not disclosed by Edwards. These features are similarly, not taught or suggested by Kelly Jr. et al. or by Estakhri et al. Therefore, the independent claims 1, 11, and 21 are distinguishable over any combination of the cited references and are believed to be allowable. In addition, the dependent claims 2-10, 12-20 and 22-25 are believed to be allowable because they depend from allowable based claim 1, 11, and 21.

Allowance of claims 1-25, as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,
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